

October 23, 2002

To - Name &amp; Department

Circ Number

ZONE MANAGERS

From - Name &amp; Department

Circ Number

J. E. Hilger

Vice President, Global Service

485-03-06

Subject:

**ADVANCE SERVICE INFORMATION # 02-020****Delayed Transaxle Engagement – 2002–2003 JR/LH/PL/PT/RG/RS (All 41TE/42LE Equipped)**

A number of late 2002 – early 2003 model year vehicles equipped with a 41TE/42LE transaxle may experience delayed or a temporary loss of transaxle engagement after initial start up. This follows an extended soak (several hours) and may be accompanied by a harsh 4-3 downshift and/or Diagnostic Trouble Code (DTC) 35 (P1791/P0944), "Loss of Prime". This condition is most likely caused by a stack-up of tolerances in the front pump assembly and primarily affects RS minivans.

To prevent misdiagnosis and unnecessary repairs, a DMAIL will be sent to dealers later today advising them that whenever a delayed engagement condition is encountered, the transaxle front pump assembly should be replaced.

Please ensure that all zone personnel are aware of this information. If you have any questions, contact Dan Krans in Dealer Technical Operations on T/L 754-2658.



J. E. Hilger

Attachment

## **DMAIL**

**October 23, 2002**

**TO: ALL CHRYSLER, PLYMOUTH, JEEP AND DODGE DEALERS**

**FROM: J. E. HILGER**

**SUBJECT: SERVICE ACTION #02-020  
Delayed Transaxle Engagement**

### **INVOLVED VEHICLES:**

2002 - 2003 (JR) Sebring Sedan/Stratus Sedan/Sebring Convertible  
2002 - 2003 (LH) Concorde/Intrepid/LHS/300M  
2002 - 2003 (PL) Neon  
2002 - 2003 (PT) PT Cruiser  
2002 - 2003 (RG) Chrysler Voyager (International Markets)  
2002 - 2003 (RS) Town & Country/Caravan/Voyager

**NOTE: THIS SERVICE ACTION APPLIES TO VEHICLES EQUIPPED WITH A 41TE  
OR 42LE TRANAXLE**

### **SYMPTOM/CONDITION:**

Some vehicles may experience delayed or temporary loss of transaxle engagement after initial start up. The condition follows an extended soak (several hours) and may be accompanied by a harsh 4-3 downshift and/or Diagnostic Trouble Code (DTC) 35 (P1791/P0944), "Loss of Prime".

### **DIAGNOSIS:**

If transaxle delayed engagement can be duplicated or owner describes condition, perform the Repair Procedure.

**NOTE: REPLACING THE FRONT PUMP ASSEMBLY WILL REPAIR DELAYED  
ENGAGEMENT CONDITIONS. ADDITIONAL PARTS REPLACEMENT/REPAIR  
PROCEDURES SHOULD NOT BE NECESSARY.**

### **PARTS REQUIRED:**

1 04587869AB Pump, Front Automatic Trans, 41TE  
1 05013050AA Pump, Front Automatic Trans, 42LE

### **REPAIR PROCEDURE:**

Remove transaxle assembly, replace front pump assembly, and install transaxle assembly as described in group 21 of the appropriate service manual.

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POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION  
ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO  
CHARGE BACK.

TIME ALLOWANCE:

Labor Operation No: R & R Transaxle - Replace Front Pump

21-34-41-91	2002/2003 JR	5.5 Hrs.
21-34-41-92	2002/2003 PL	2.9 Hrs.
21-34-41-93	2002/2003 PT	2.8 Hrs.
21-34-41-94	2002/2003 RG/RS	5.0 Hrs.
21-34-41-95	2002/2003 LH	4.4 Hrs.

FAILURE CODE: P8 - New Part

If you have any questions, contact your zone service office.

J. E. Hilger  
Vice President  
Global Service